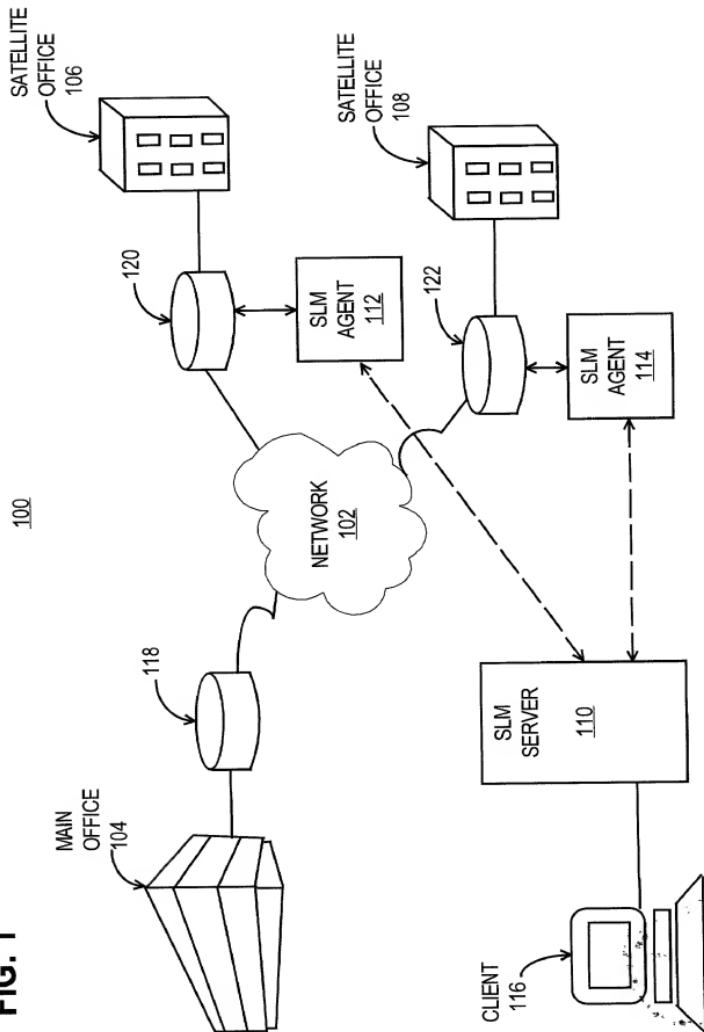
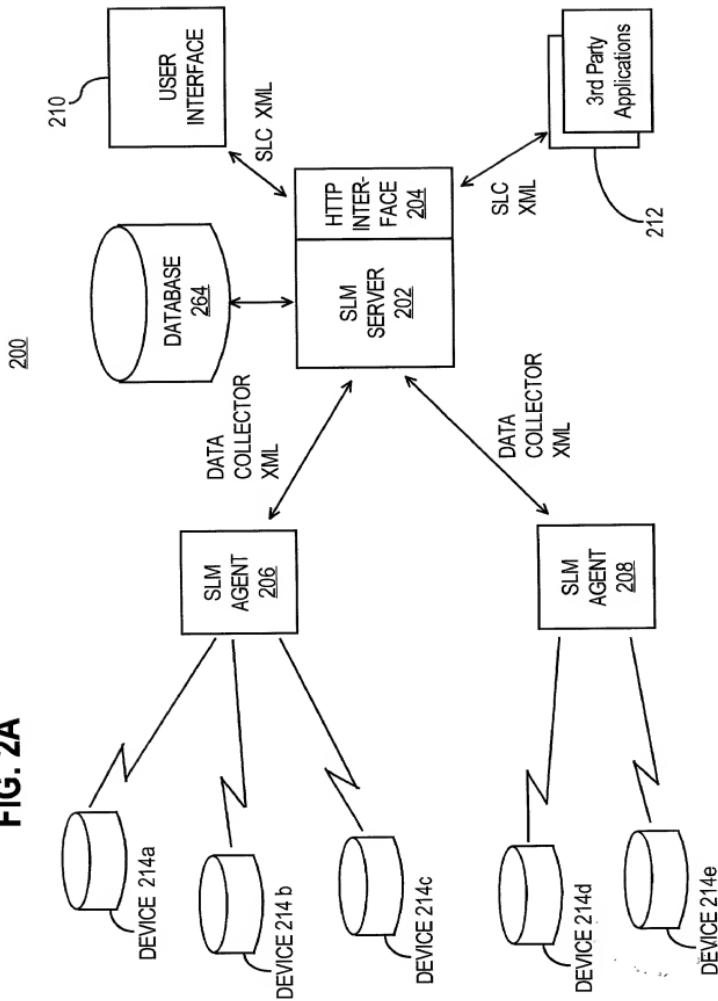


1067410 29522260

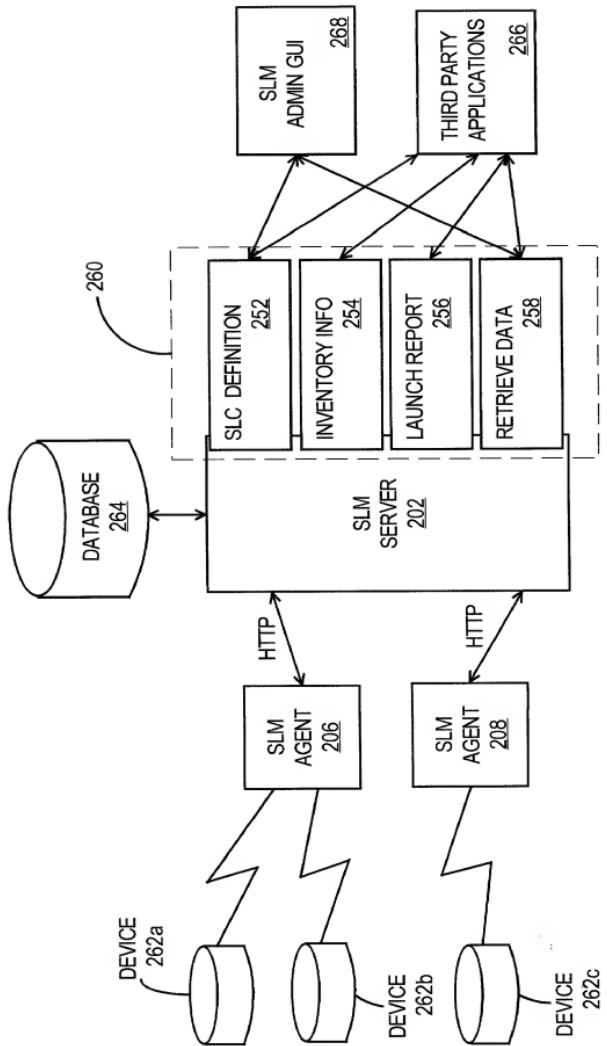
**FIG. 1**



**FIG. 2A**

**FIG. 2B**

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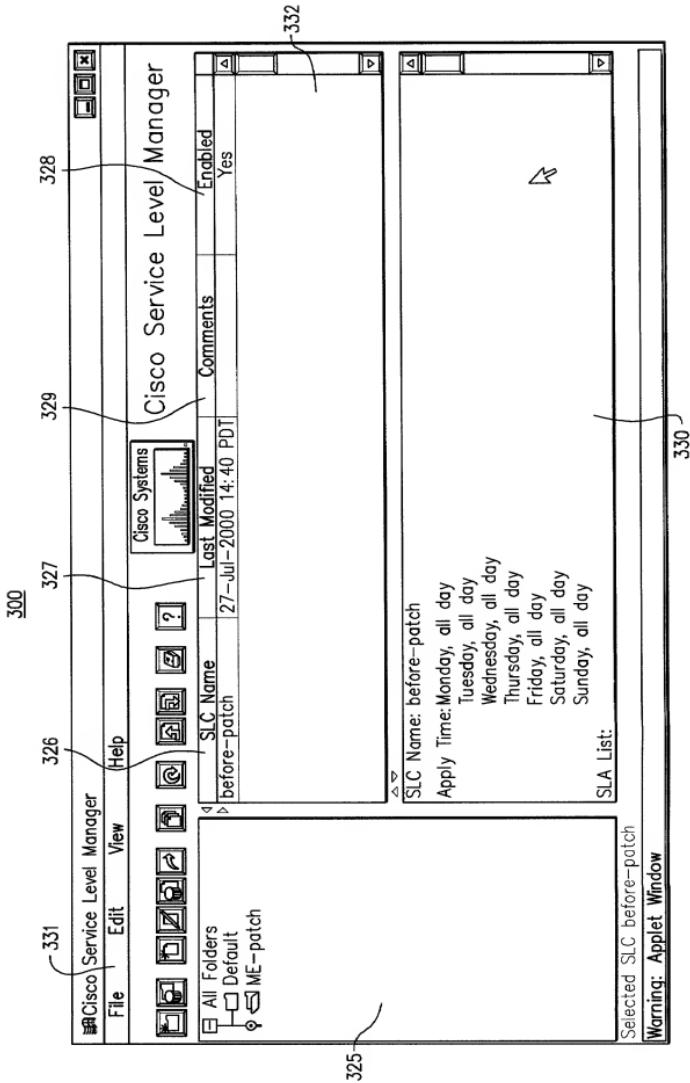
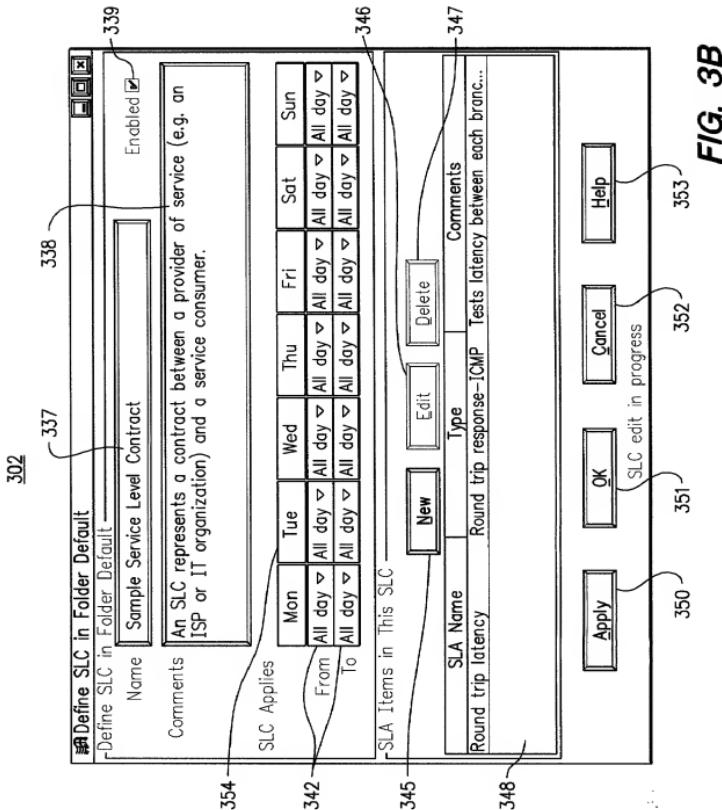
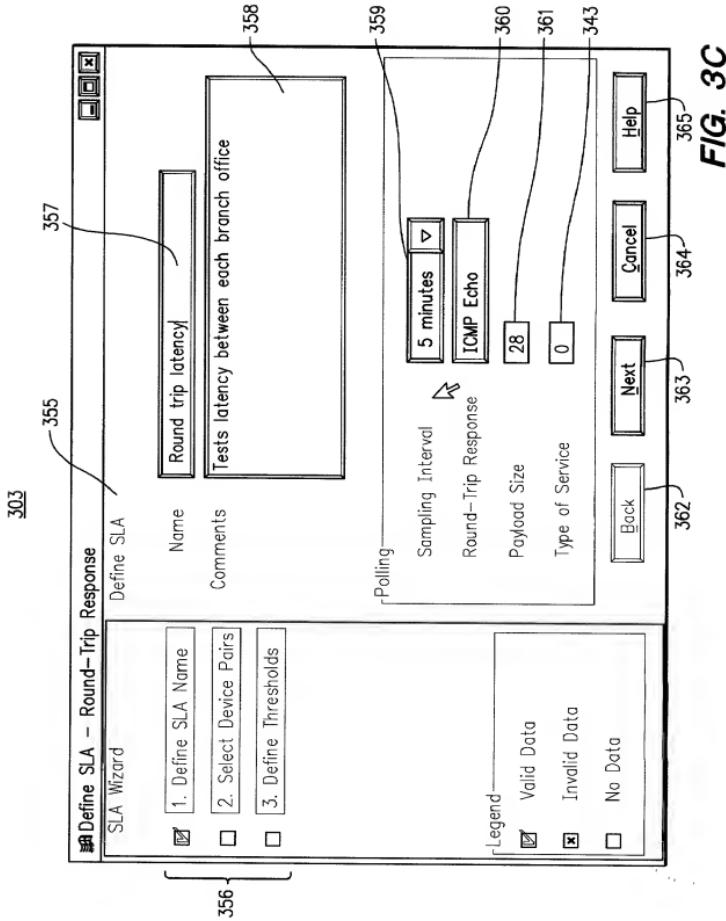
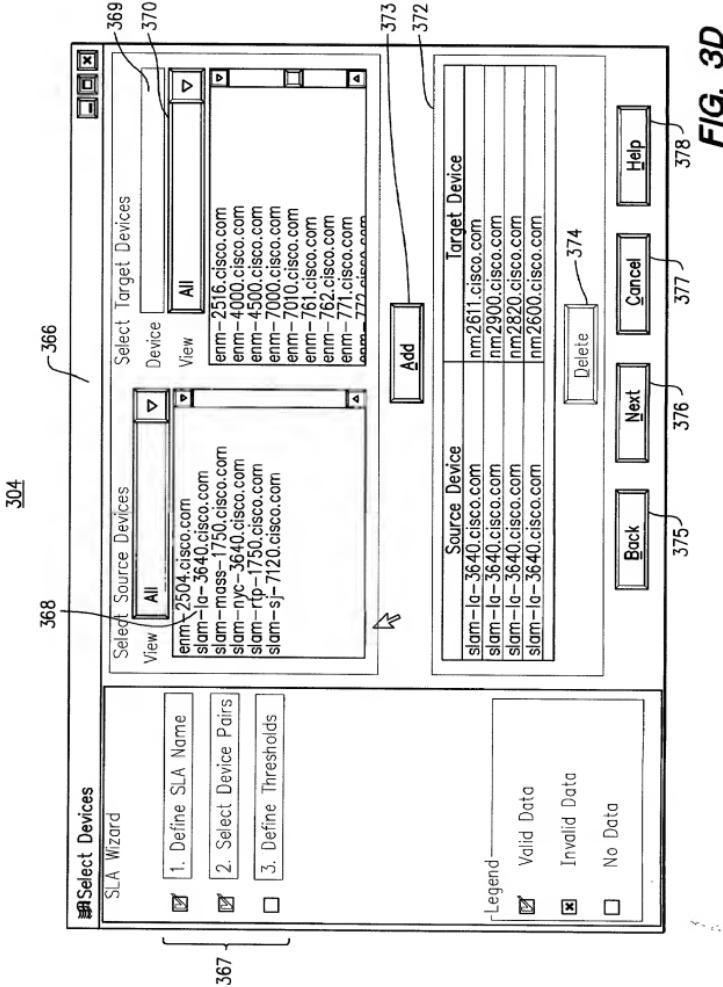


FIG. 3A

**FIG. 3B**





305

**Define Thresholds - Round-Trip Response & Network Services**

Apply Mon all day;Tue all day;Wed all day;Thu all day;Fri all day;Sat all day;Sun all day

Round-Trip Latency

Daily Threshold  
Latency shall not exceed  milliseconds average per hour.

Monthly Threshold  
Latency shall not exceed  milliseconds average per day.

Availability

Monthly Threshold  
Daily average availability shall be at least  percent of a day.

Yearly Threshold  
Monthly average availability shall be at least  percent of a month.

**SLA Wizard**

1. Define SLA Name  
 2. Select Device Pairs  
 3. Define Thresholds

**Legend**

- Valid Data
- Invalid Data
- No Data

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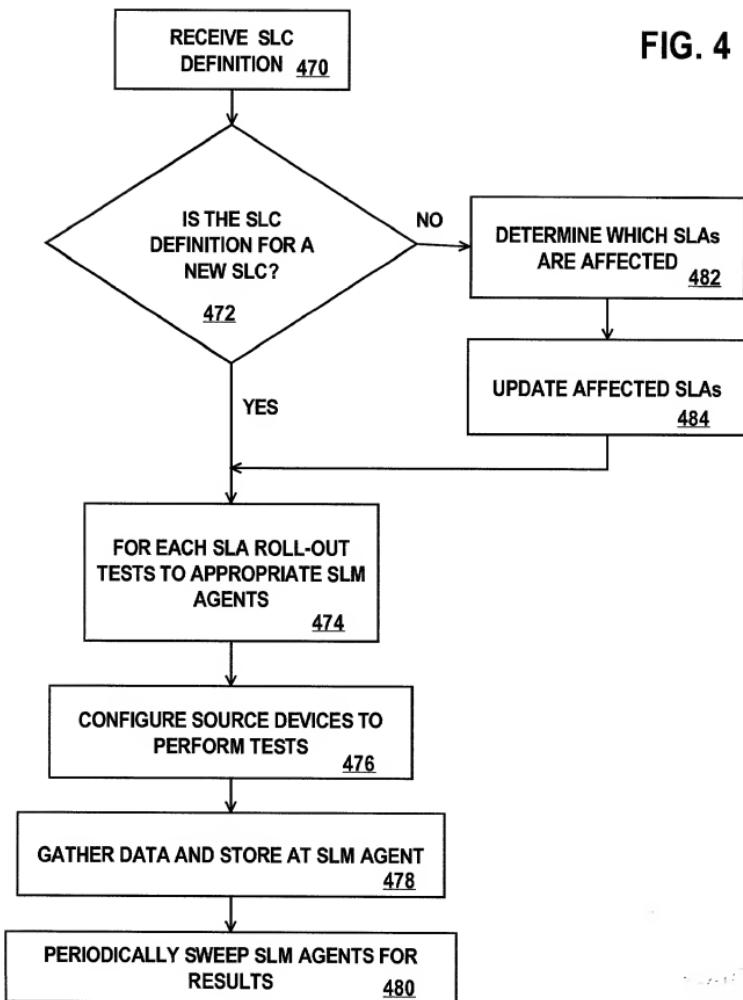
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**FIG. 3E**

**FIG. 4**



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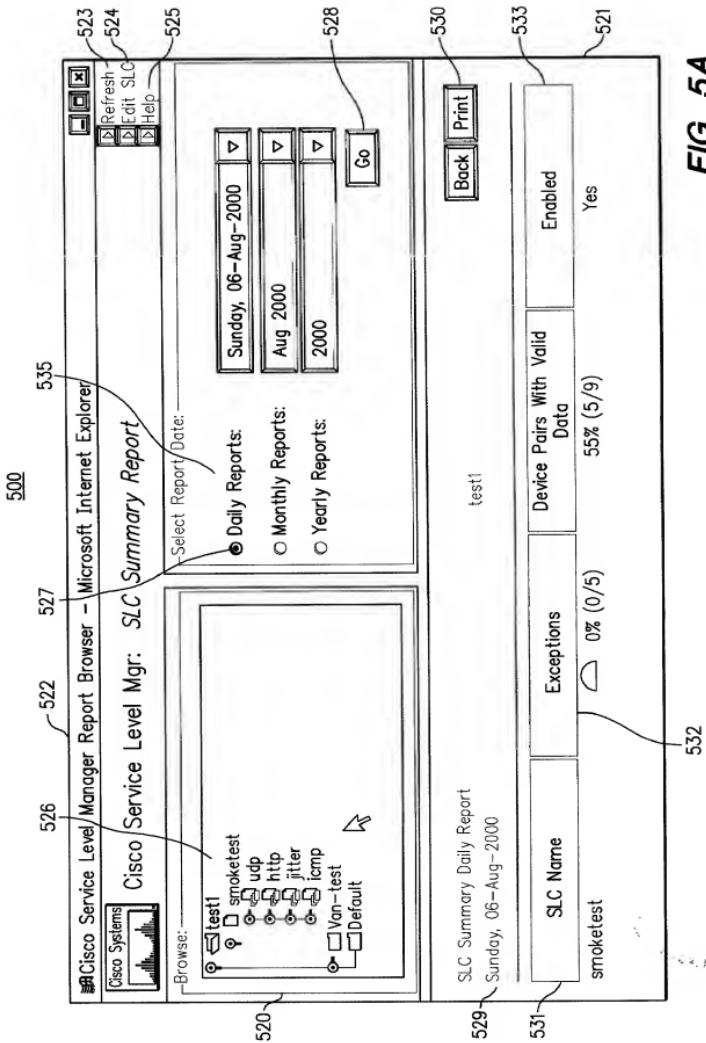


FIG. 5A

539 Cisco Service Level Manager Report Browser – Microsoft Internet Explorer

540 Cisco Service Level Mgr: SLC Detailed Report

541 SLC Detail Daily Report

542 SLC Detail Daily Report

543 SLC Detail Daily Report

544 SLC Detail Daily Report

The screenshot shows a detailed report for the service 'smoketest' on Sunday, Aug-2000. The report is organized into several sections:

- SLA:** Shows performance metrics for various protocols: udp, http, jitter, icmp, and Van-test. Most metrics show 'no valid data' or 'no data'.
- Exceptions:** A section listing exceptions, which in this case is empty.
- UDP:** A table showing data for the 'smoketest' service. It includes columns for 'slam-nye-3640.cisco.com-whew-u10' and 'www.yahoo.com'. The table shows 'no valid data' for both entries.
- HTTP:** A table showing data for the 'smoketest' service. It includes columns for 'slam-nye-3640.cisco.com-www.ibm.com' and 'www.yahoo.com'. The table shows 'no valid data' for both entries.

FIG. 5B

502

**Cisco Service Level Manager Report Browser - Microsoft Internet Explorer**

**Cisco Systems Cisco Service Level Mgr: SLA Summary Report**

546 SLA Summary Daily Report  
Monday, 07-Aug-2000

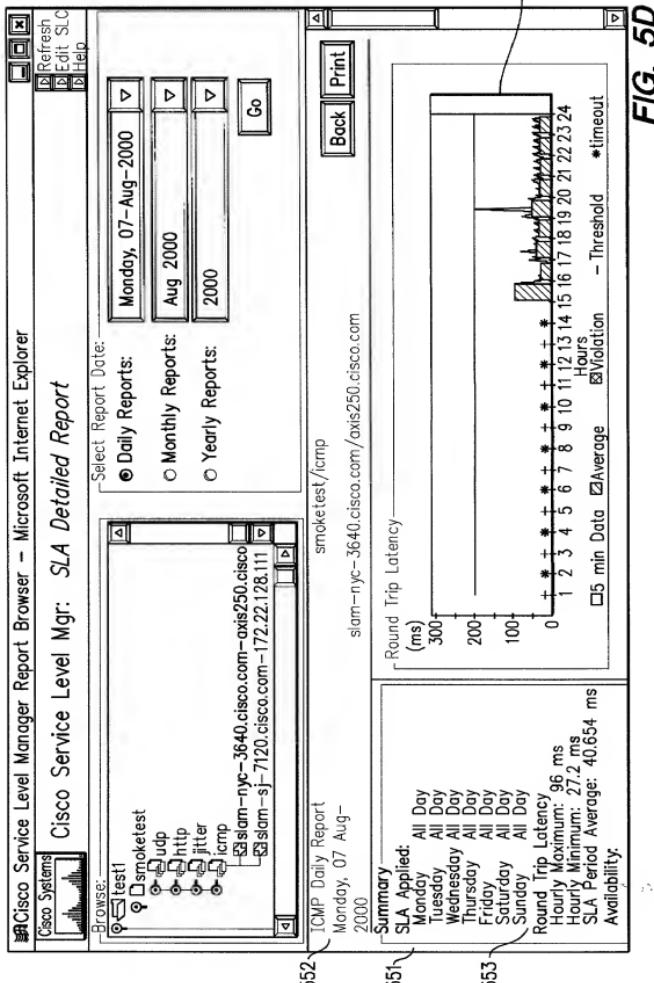
547 Device Pairs  
slam-nyc-3640.cisco.com - slam-si-7120.cisco.com  
slam-si-7120.cisco.com - slam-nyc-3640.cisco.com

548 Exceptions  
smoketest/jitter  
none  
jitter=1, max=3[30.0]

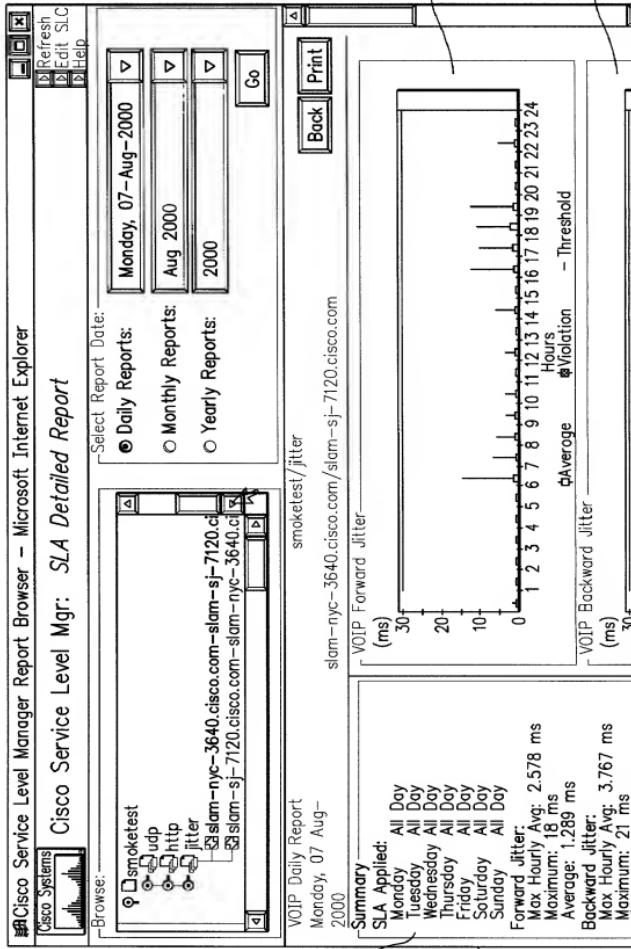
The screenshot shows a network topology diagram with nodes labeled 'test1' and 'smoketest'. Nodes are connected via various protocols: 'tcp', 'udp', 'http', 'jitter', 'icmp', 'Van-test', and 'Default'. A cursor arrow points towards the 'Van-test' connection. Above the diagram, there are three radio buttons for selecting a report type: 'Daily Reports' (selected), 'Monthly Reports', and 'Yearly Reports'. Below these buttons are three dropdown menus for date selection: 'Monday, 07-Aug-2000', 'Aug 2000', and '2000'. A 'Go' button is located to the right of the date dropdowns. At the top of the page, there are standard browser controls (Back, Print) and a menu bar with 'Refresh', 'Edit SLC', 'Help', and other options.

**FIG. 5C**

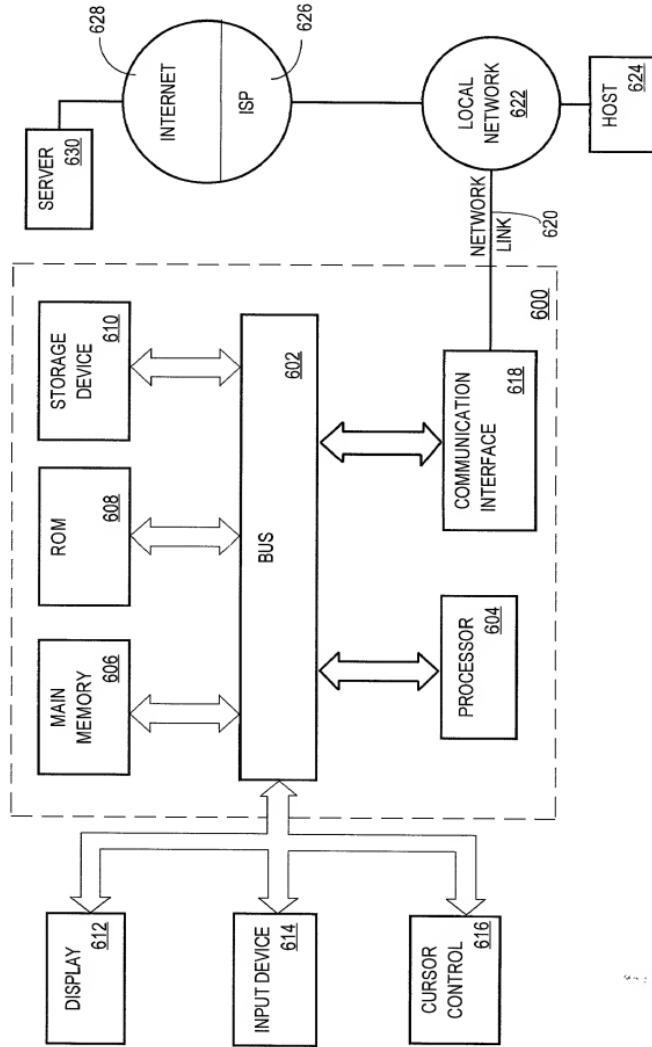
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**FIG. 5E**

**FIG. 6**



**FIG. 7**

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